MHD

THE MHD STUDENT SUPPORT PACK

Student User's Manual

www.mhd.myhairdressers.com

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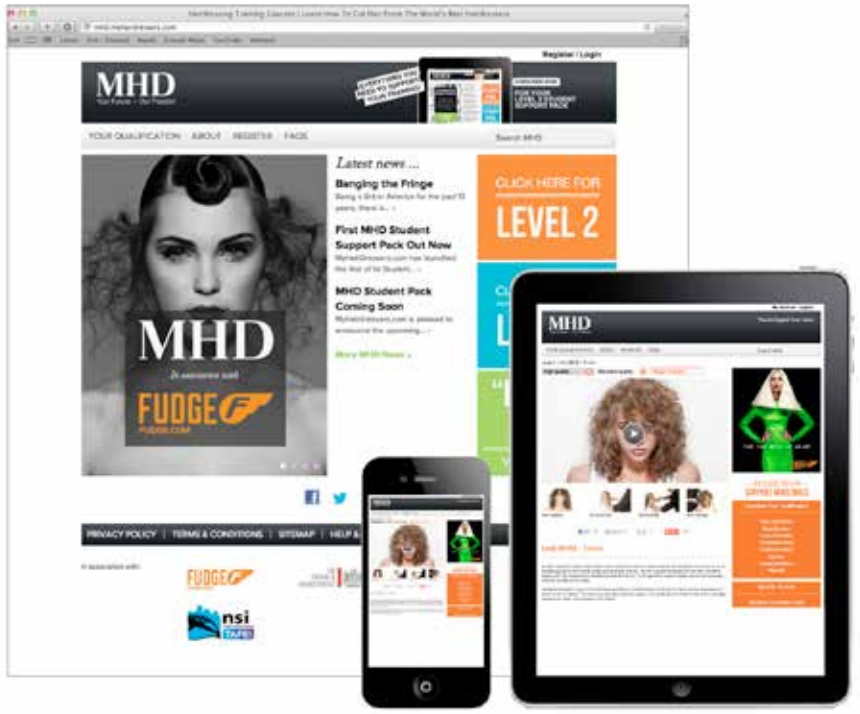
INTRODUCTION

This user's manual will tell you everything you need to know about the MHD Student Support Pack.

You will be taught how to navigate the site and how to get everything out of the MHD Student Support Pack experience.



HOME PAGE

The Home Page is simple and easy to navigate. Here are the main things that you will use (labelled on the image):

1. If you click on the logo it will take you back to the Home Page from wherever you are.
2. The toolbar will take you to places through the site: '*Your Qualification*', '*About*', '*Register*' and '*FAQs*'.
3. The rotating image on the home page will be kept updated with all our latest information.
4. Our latest news will keep you up to date with the hair industry and all our own updates.
5. Follow our social media by clicking on these buttons.
6. Watch our '*How To*' video to learn how to use the site.
7. Click here for all Level 3 courses.
8. Click here for all Level 2 courses.
9. Enter any term here to search the whole site.
10. Click here to register or login. Once you've logged in this will become your '*My Account*' button where you can access all your personal progress.
11. Click here to be taken to MyHairDressers.com

REGISTER

Register: *Step 1 'What Package'*

Once you have clicked on '*Register*' on the Home Page, you will be led to the '*What Package*' page.

Select the qualification you wish to purchase.

REGISTER

Register: *Step 2 'About You'*

Once you have chosen your qualification, you will be led to a page where you will enter all your personal information. All fields marked with an asterisk (*) have to be filled in.

Once completed click '***Continue***'. You can '***Cancel***' or '***Reset***' the form at any time.

If you enter any information incorrectly you will not be able to get past this stage and the incorrect field will be highlighted in red. Once this has been corrected you will be able to continue on to Step 3.

REGISTER

Register: *Step 3 'Billing Details'*

Once you have completed your personal details, you will be led to a page where you will enter all your billing details. All fields marked with an asterisk (*) have to be filled in.

Once completed click '*Continue*'. You can go '*Back*,' '*Cancel*' or '*Reset*' the form at any time.

Confirm how you want to pay (with Paypal or a Debit/Credit card) to be led to the final stage of payment.

If you enter any information incorrectly you will not be able to get past this stage and the incorrect field will be highlighted in red. Once this has been corrected you will be able to continue on to step 4.

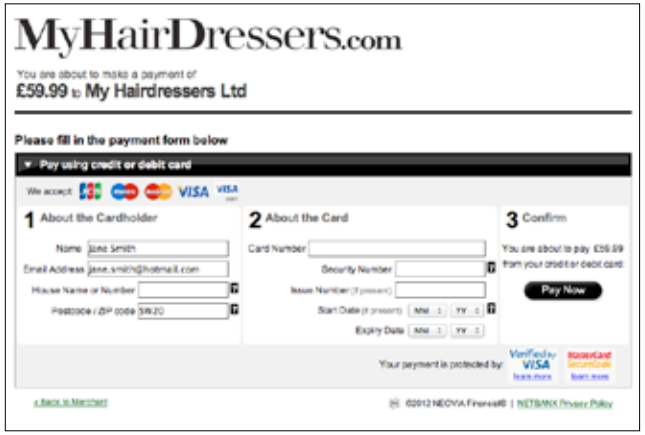
REGISTER

Register: *Step 4 'Payment'*

Once you have completed your billing details, you will be led to the final page where you will confirm your payment.

If you clicked to pay with a debit / credit card, you will be led to a page where you will enter your card information. Once entered click '**Pay Now**'.

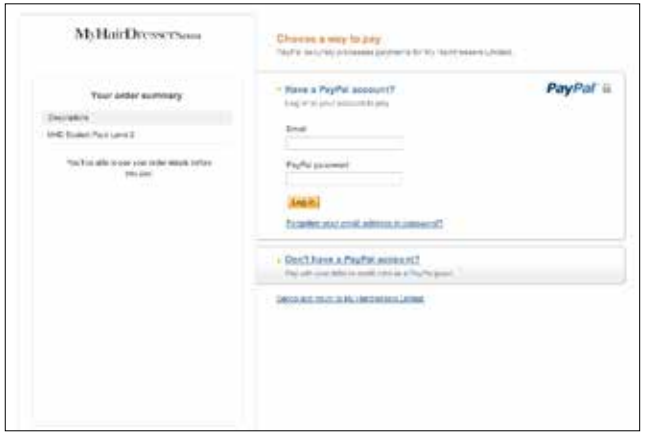
You will receive a confirmation email soon after.


MyHairDressers.com
You are about to make a payment of
£59.99 to My Hairdressers Ltd
Please fill in the payment form below
Pay using credit or debit card
We accept
1 About the Cardholder
2 About the Card
3 Confirm
Name
Email Address
House Name or Number
Postcode / ZIP code
Card Number
Security Number
Start Date
Expiry Date
You are about to pay £59.99 from your credit or debit card
Pay Now
Your payment is protected by
« Back to Merchant
©2012 NEOVA Financial | NETBANX Privacy Policy

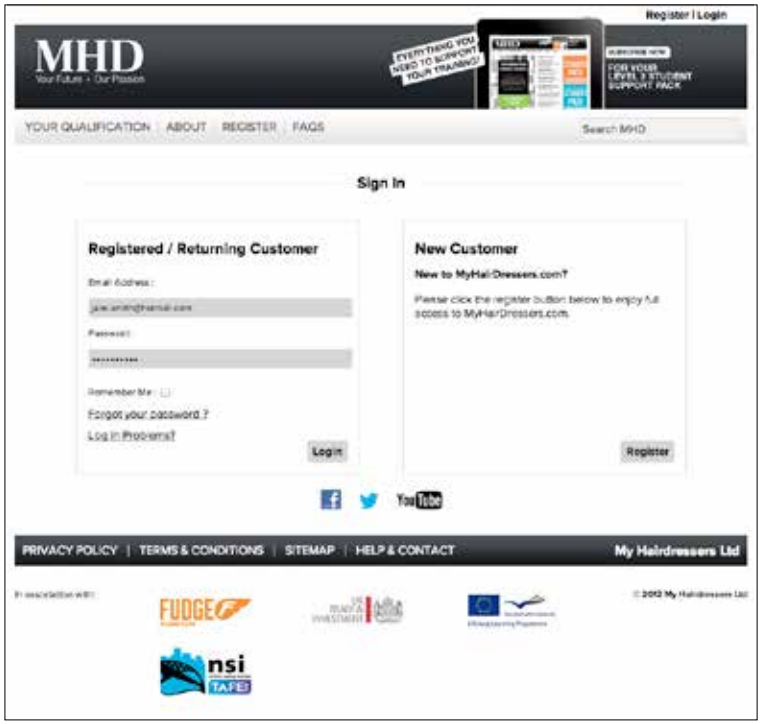
If you are paying by Paypal, you will be taken through to Paypal's payment page.

Login to Paypal and confirm the payment and you will be sent an email of confirmation from both Paypal and MyHairDressers.com.

You will now be a member of MHD and be able to log in successfully.



LOGIN



How To Login

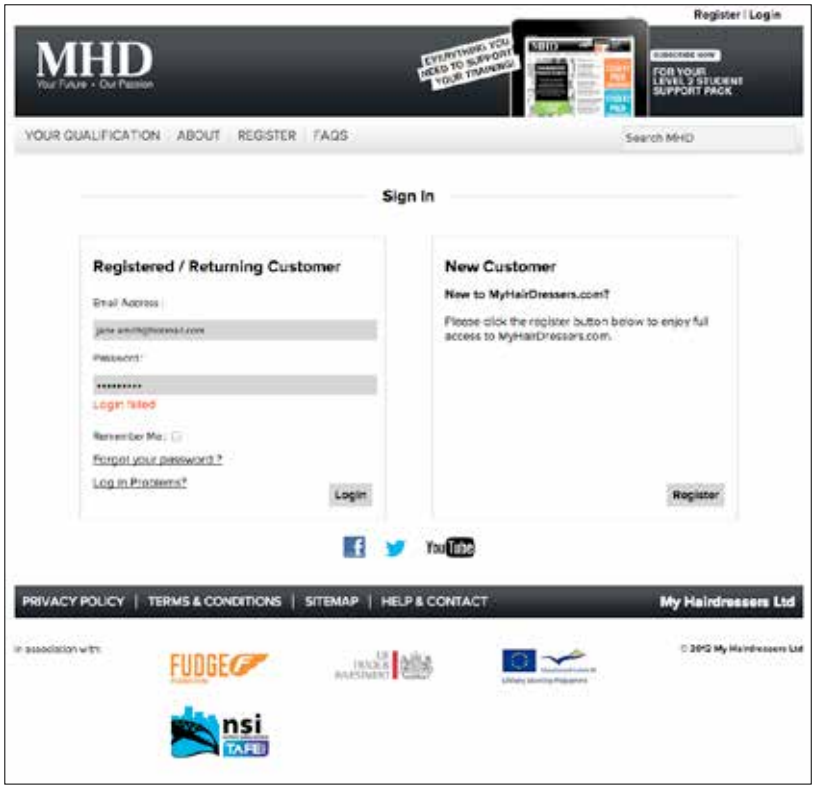
When logging in to the site you will gain access to everything you need to complete your qualification successfully.

When you click '***Login***' in the top right hand corner of any page you will be led to the page shown opposite.

If you are already a customer fill in your email address and password and click '***Login***'. Tick the '***Remember Me***' box if no one else has access to the computer you are using so you save time in the future.

If you are not a customer and you would like to subscribe, click '***Register***' in the box on the right hand side. For help with the registration process, please refer to page 5-8 of this manual.

LOGIN



Login: *Problems*

If you have typed any of your information incorrectly, once you click '***Login***', '***Login Failed***' will flash up below the box.

Retry filling in the fields as you may have made a mistake. If this still does not work click '***Login Problems?***' and you will be taken to the FAQs page.

If you scroll down you will find information which may solve your query.
If not, please contact Claudine Smith 01702 425 190 or claudine.smith@myhairdressers.com.

When I log in it says ' Log in Failed'?

If you try and log in using your username and password and you get Login Failed, then you have incorrectly put in either your username or password or both. Please try again. If you have forgotten your password, simply click on **Forgot Password** on the login page, enter your registered email address in the box provided and then click on 'Retrieve Password'. The system will then reset your password and email it to you. Please note that the email will come from: noreply@myhairdressers.com. If it still does not work, please contact admin@myhairdressers.com.

When I log in why does it say "please register to gain full access to our video/pdf tutorials", when I am a paying subscriber?

It is possible that you need to delete your temporary Internet files, cookies and browsing history on your computer for the system to recognise that you are logged in. Dependent upon your internet browser, please do the following:

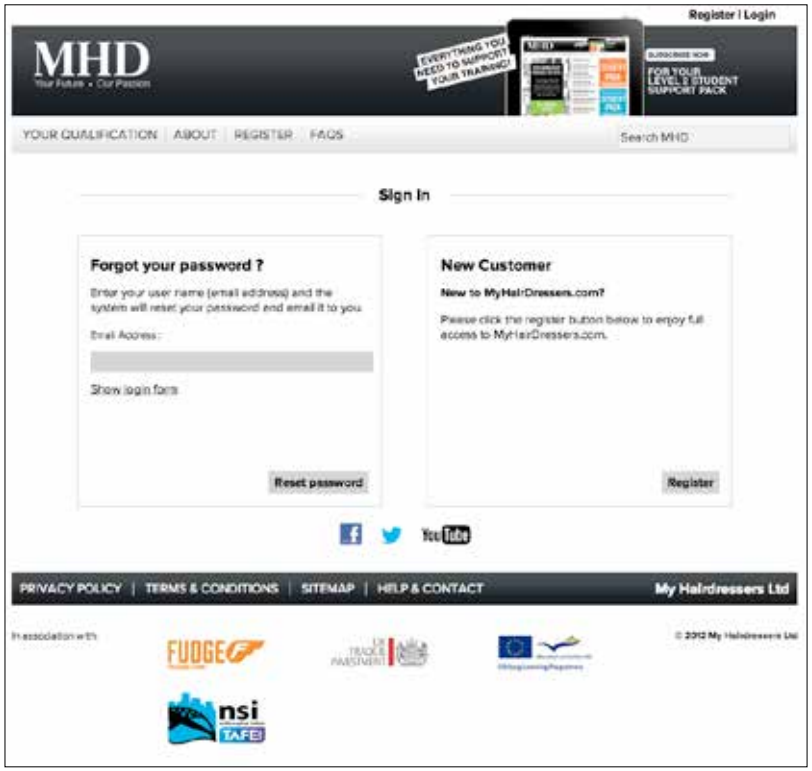
Internet Explorer
Go to the TOOLS section click on INTERNET OPTIONS
Click BROWSING HISTORY
Delete Temporary Internet Files, Cookies and History and click on Delete, then OK

Safari
Click SAFARI in the top left corner
Click Empty Cache
Click History in the top bar.
Click delete history at the bottom of the drop down menu
Click Preferences in the Safari menu
Select Security
Select Cookies
Click Delete

If you still have problems viewing the videos and pdf please contact us at
admin@myhairdressers.com.

I have forgotten my password, what should I do?

LOGIN

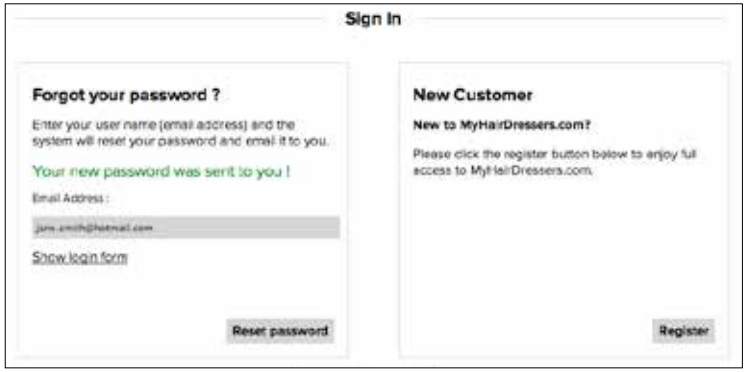

Register | Login
MHD
YOUR QUALIFICATION | ABOUT | REGISTER | FAQS
Search MHD
Sign In
Forgot your password ?
Enter your user name (email address) and the system will reset your password and email it to you.
Email Address :
Show login form
Reset password
New Customer
New to MyHairDressers.com?
Please click the register button below to enjoy full access to MyHairDressers.com.
Register
PRIVACY POLICY | TERMS & CONDITIONS | SITEMAP | HELP & CONTACT
My Hairdressers Ltd
FUDGE
nsi
TAFE

Login: *Forgot Password?*

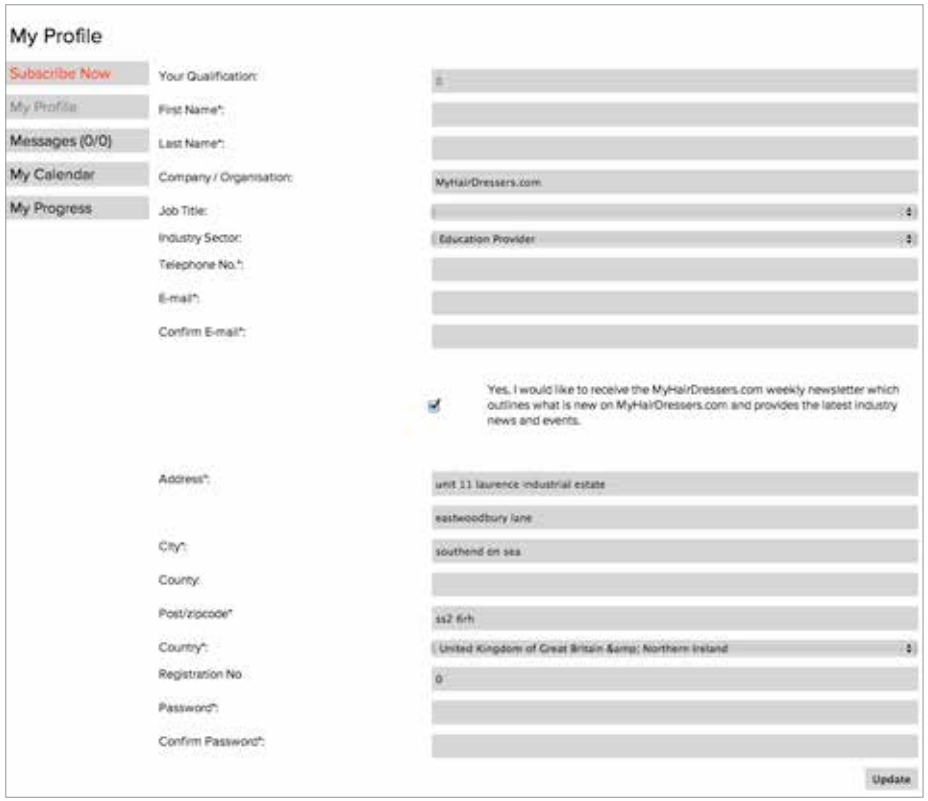
If you have forgotten your password, click '*Forgotten Password?*'

Enter your email address as indicated and you will receive an email with a new password.

This new password will allow you to enter the site. If you wish to change the password, you will be able to do this in the account section. (For more information please visit page 11 of this manual.)


Sign In
Forgot your password ?
Enter your user name (email address) and the system will reset your password and email it to you.
Your new password was sent to you !
Email Address :
Show login form
Reset password
New Customer
New to MyHairDressers.com?
Please click the register button below to enjoy full access to MyHairDressers.com.
Register

BASIC ACCOUNT PAGES



My Profile

When clicking on '*My Account*' in the top right hand corner, you will be directed to your account page.

There are buttons down the left hand side to navigate through your account to see your personal details, personal progress, messages, and calendar.

The '*My Profile*' page shows all of your information. You can update this easily at any time by typing in any information you want to alter and clicking the '*Update*' button at the bottom of the page.

BASIC ACCOUNT PAGES

Messages

The button below '*My Profile*' is '*Messages*'.

Any urgent alerts on your account will appear in this section. These will also be sent as emails.

When you receive a new message, the number of new messages you have will appear in the box next to the word '*Messages*'.

STUDENT ACCOUNT PAGES

My Calendar

The button below '*Messages*' is '*My Calendar*'.

This is where you can view any homework or Schemes of work which have been set by your tutor.

STUDENT ACCOUNT PAGES

My Calendar: *Viewing Homework and Schemes of Work*

Select what you would like to see by using the drop down menu next to '*View*'.

Then select the time range (which can be daily, weekly or monthly) using the drop down menu next to '*Time Range*'.

Finally select the date you wish to view from, using the '*Starting Date*' drop down menu, and click '*Update Calendar*'.

STUDENT ACCOUNT PAGES

Example Homework
Assigned to:
Test Student
GH12

Example Scheme of Work
Assigned to:
Test Student
GH12

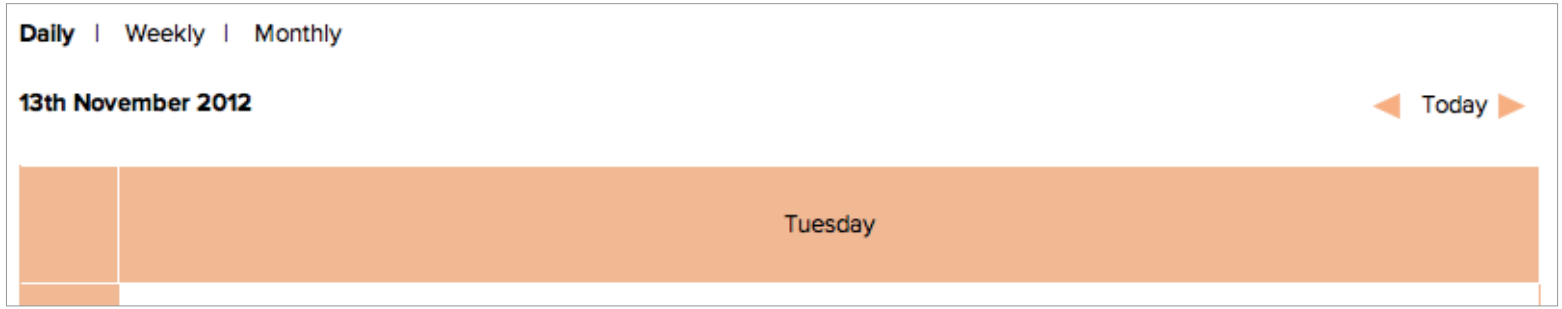
My Calendar:
Viewing Homework and Work Schemes

Your homework and work schemes will appear in the calendar once '***Update Calendar***' has been clicked.

Homework will appear in orange boxes.

Work schemes will appear in grey boxes.

STUDENT ACCOUNT PAGES



My Calendar: *View Options*

You can also change the view of the calendar by clicking on the '**Daily | Weekly | Monthly**' which is situated to the left of the calendar.

The arrows to the right hand side of the calendar also allow you to change the day, week or month.

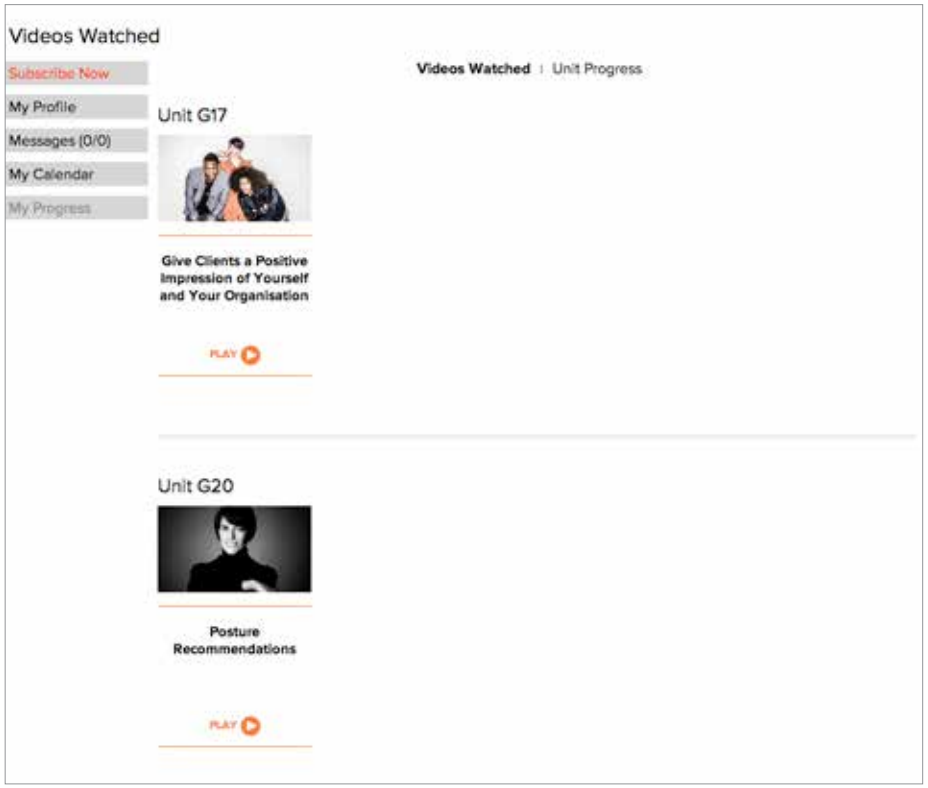
STUDENT ACCOUNT PAGES

Daily Calendar View

Weekly Calendar View

Monthly Calendar View

STUDENT ACCOUNT PAGES

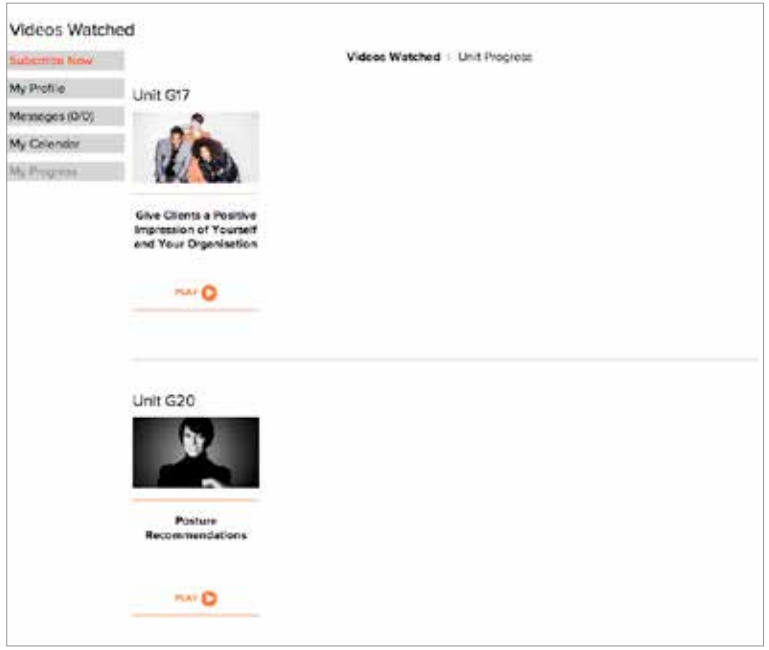


My Progress

Below the '*My Calendar*' button is '*My Progress*'.

By clicking on this button you will be able to view the videos you have watched, as well as the progress you have made on each of the units.

STUDENT ACCOUNT PAGES



My Progress: *Videos Watched*

In the '*Videos Watched*' section, a list of the videos you have watched will be shown. Here you have the ability to click on each one which will take you to the relevent video page.

My Progress: *Unit Progress*

You can view your unit prgress by selecting '*Unit Progress*' at the top of the screen. Here you can view how much of each unit you have completed, as well as clicking on the titles to be taken to the relevent unit page.

YOUR QUALIFICATION

My Account | Logout
MHD
You are logged in as: Jane
YOUR QUALIFICATION | ABOUT | REGISTER | FAQS
Search MHD
Select Qualification
FOR THE BOLD AT HEART
PRIVACY POLICY | TERMS & CONDITIONS | SITEMAP | HELP & CONTACT
My Hairdressers Ltd
FUDGE
nsi

Select Qualification

Once you have logged on you will be able to access your qualification.

On the '*Select Qualification*' please click on the qualification you want to access to complete your work.

YOUR QUALIFICATION

Unit List

Once you have selected your qualification, you will be led to the '*Unit List*' page.

This page holds all the units which you need to complete your qualification. There are two lists, one for the *Mandatory units* and one for the *Optional Units*.

This is also the first page where you will be able to begin to access your *Support Materials*. (For further information on the *Support Materials* please visit pages 55-57).

YOUR QUALIFICATION

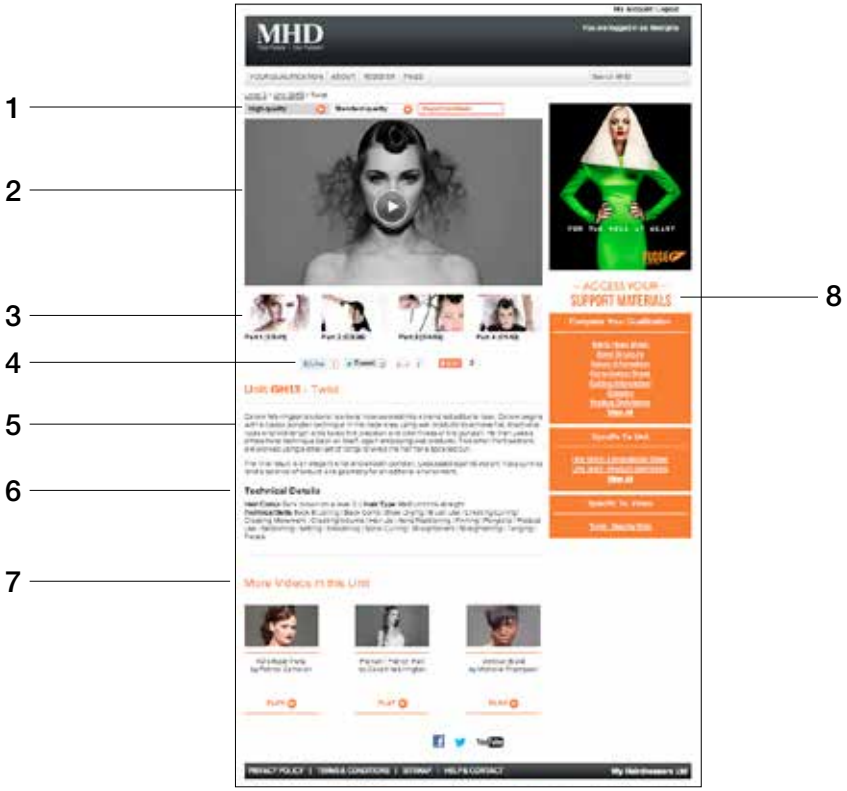
Videos In This Unit

When you have clicked on the '*Unit List*' page you will be taken to all the videos assigned to this unit.

This page holds all the videos which will help you complete the unit. Just click on each video to be taken to the video page where you are able to watch the video.

This is another page where you will be able to access further *Support Materials*. (For further information on the *Support Materials* please visit pages 55-57).

VIDEO PAGE



Whats On The Video Page

Once clicked on a video you be led to the selected video page. The image opposite displays the navigation of the video page.

1 Click these icons to watch in '*High Quality*', '*Standard Quality*' and '*Report Problem*'.
2 This is where your video will start playing. Click the '*Play*' icon in the middle of the screen to begin the video.
3 Skip through certain parts of the video by clicking on *Part 1*,*2*,*3* or *4*.
4 Feel free to '*Share*' and '*Tweet*' our videos.
5 Name of unit and video, and a description of what you will learn within the tutorial.
6 The technical details will tutor you on further information within the video.
7 Further videos which are required to be watched to complete the unit.
8 For further information regarding *Support Materials*, please visit pages 18-20 of this manual.

VIDEO PAGE

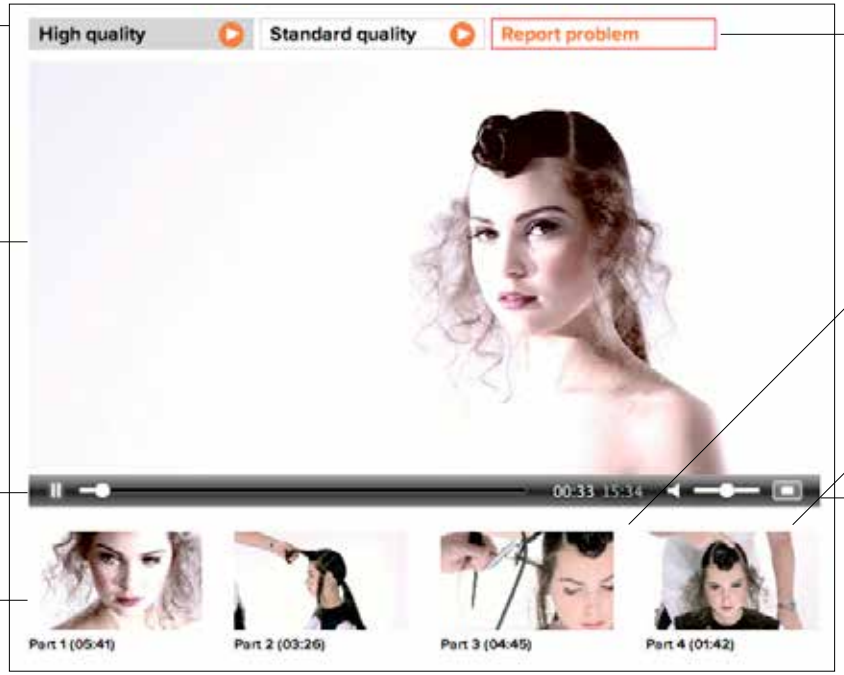
Playing A Video

Choose between high quality and standard quality.

Video screen

Button to Play/Pause

Skip between video chapters



Report if having any video issues.

Time into video

Increase or decrease the sound.

Enlarge the video screen

VIDEO PAGE

Report A Problem

If a video is not working for you, click on the '*Report Problem*' button above the video and fill in the form on the pop up box.

SUPPORT MATERIALS

Access Your Materials

The support materials are there for you to download to aid your learning. You can print them off whenever you need them and there is no limit to how many copies you print off.

You will find your ***Support Materials*** on the '*Select Unit*' page, '*Select Video*' pages and '*Video*' pages.

You will find Support Materials specific to the unit on the '*Select Video*' pages and '*Video*' pages.

You will find the ***Support Materials*** specific to the video on the '*Video'* pages.

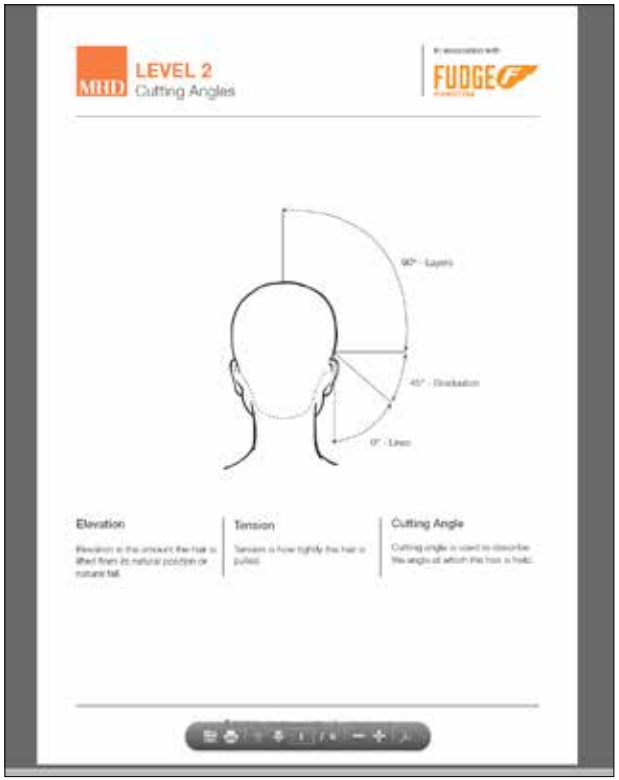
SUPPORT MATERIALS

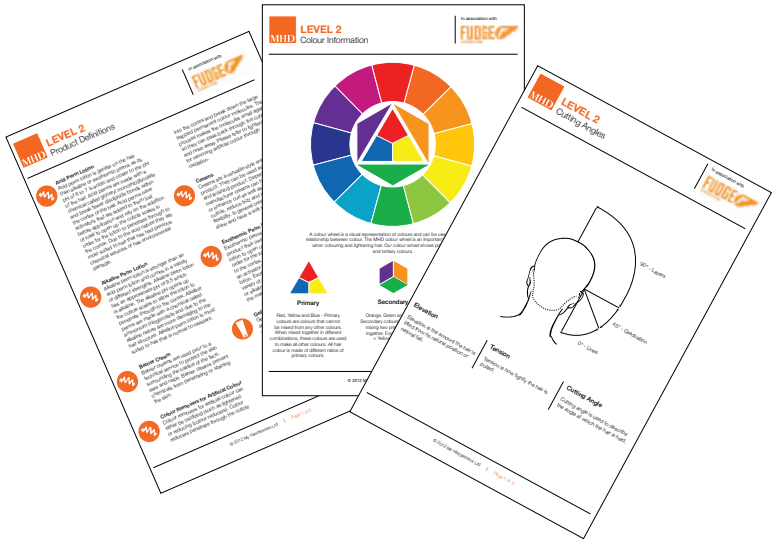
Support Materials: *View All*

When clicking on the '*View All*' button below each list of support materials, you will be led to a page which will show you a visual of each PDF you can download.

Alternatively you can click on the PDF in the list to download automatically.

SUPPORT MATERIALS





Print a PDF

To download and print a PDF, click on the PDF you require and it will open up in a new tab or download to your downloads folder, depending on your browser.

Click '*Print*' to send the PDF to your printer.

HELP AND ABOUT

About Us

If you want to find out more about MHD, you will find the '*About*' button in the menu bar.

Click on this to find out more about us.

HELP AND ABOUT

Help and Contact

If you need any help or wish to contact us, at the bottom of the page you will find a button which says '***Help & Contact***'.

Click on this and you will be led to a form which you are able to fill out.

If you wish to contact us via telephone or email our contact details are also listed.

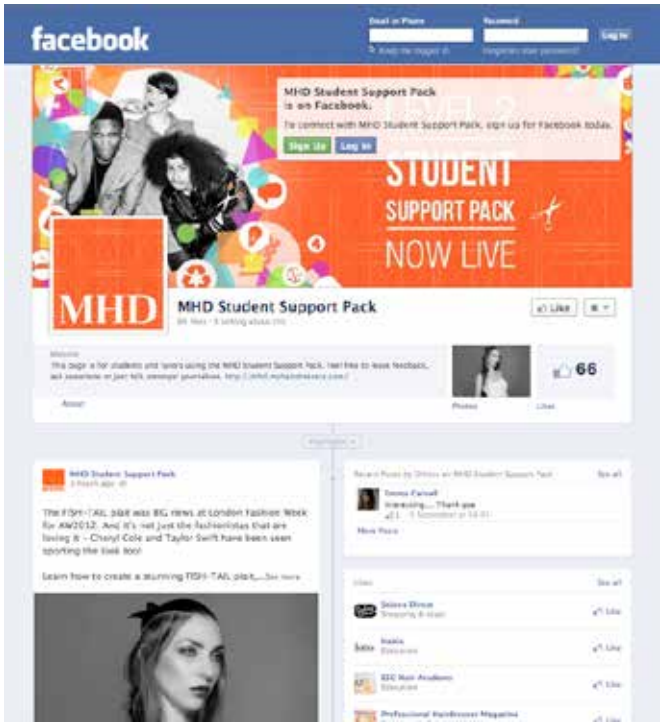
FAQS

FAQs

Any general issues you have may be found on the '*FAQ*' page.

You will find the FAQ page in the top menu bar.

SOCIAL MEDIA



Social Media: *Facebook*

Keep up to date with all MHD news, inspiration and and competitions, or leave us a comment, by following us on Facebook.

You can click on the Facebook icon which is at the bottom of every page, or type in MHD Student Support Pack into the Facebook search and '***Like***' our page.

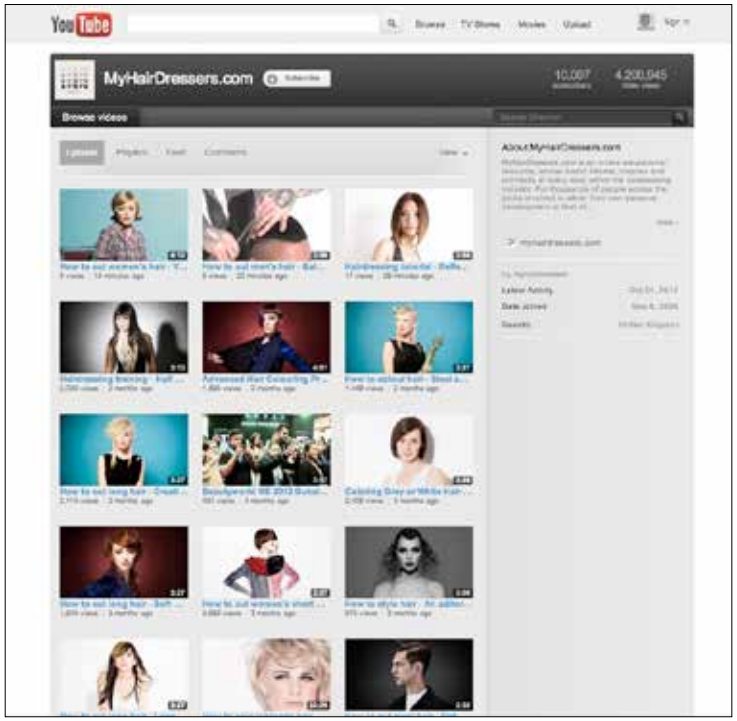
SOCIAL MEDIA

Social Media: *Twitter*

Follow MyHairDressers.com on twitter for all our latest information.

Find our twitter by clicking on the twitter icon found at the bottom of every page on the site, or search ***@myhairdressers***.

SOCIAL MEDIA



Social Media: *YouTube*

Follow our YouTube channel to watch the MyHairDressers.com main site's weekly previews.

Click on the YouTube icon found at the bottom of every page of the student pack site, or type '*MyHairDressers.com*' into the search box on the YouTube site.